

DEPARTMENT OF AGING

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PROGRAM MEMO

TO: AREA AGENCY ON AGING (AAA)	NO.: PM 02-22 (P)
SUBJECT: Annual Project Narrative Instructions for the Title V/ Senior Community Service Employment Program (SCSEP) for Fiscal Year (FY) 2002-03	DATE ISSUED: October 9, 2002
REVISED:	EXPIRES: Until Superseded
REFERENCES: Older Worker Bulletin (OWB) 02-09; OWB 96-12; OWB 96-11; OWB 96-5; Program Memo (PM) 98-12; PM 96-4; SCSEP Manual 1999	SUPERSEDES:
PROGRAMS AFFECTED: <input type="checkbox"/> All <input type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-E <input checked="" type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other: _____	
REASON FOR PROGRAM MEMO: <input type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquiry <input checked="" type="checkbox"/> Other Specify: <u>see subject line</u>	
INQUIRIES SHOULD BE DIRECTED TO: Your Assigned Title V/SCSEP Specialist	

The purpose of this PM is to provide the Title V/SCSEP Projects with instructions and procedures for developing its annual Program Narrative (PN), in order to complete the SCSEP application process for the California Department of Aging (CDA).

The annual PN describes the objectives and outcomes that the CDA SCSEP Projects will meet, the results and benefits expected, the program approach, the geographic areas to be served, and the administrative mechanisms to be used.

The PN consists of:

1. PN Instructions (Attachment I), and
2. SCSEP 502(e) Experimental Project Instructions (Attachment II)

PN Instructions: The PN follows the same format as last year. Changes or additions to last year's instructions are noted in **bold type**.

Unsubsidized Placements: CDA SCSEP Projects are expected to place at least 25 percent of their annual authorized positions into unsubsidized employment. SCSEP Projects that **do not** achieve at least a 20 percent unsubsidized placement goal will be required to develop and submit a plan of action addressing how the goal will be achieved during the next FY.



SCSEP Projects are required to follow-up on each enrollee placed into unsubsidized employment and document such follow-up at least once within 90 days of placement (SCSEP Manual 1999, Section 2220).

Project Monitoring: AAAs that subcontract SCSEP services must describe the frequency and content of monitoring visits to the subcontractor.

Experimental Projects under Section 502(e): The purpose of the Experimental Projects is to allow SCSEPs to work directly with private sector employers in order to provide training opportunities and on-the-job training that is not available through the customary SCSEP. There is no limit on the number of training hours in which enrollees participate. **Projects that do not plan to participate in the experimental project under Section 502(e) are not required to complete this section.**

For those Projects that wish to participate in the 502(e), please describe your proposal in Attachment II. Please submit Attachment II, a revised budget and budget narrative for the 502(e) proposal, and a combined budget including your regular SCSEP and the 502(e) budget and budget narrative.

Projects that submitted a separate application for 502(e) “competitive” funding through OWB 02-09 do not have to complete this section of the application. Upon notification by the Department of Labor, CDA will notify Projects regarding approval/disapproval of their competitive funding application.

Please ensure that all items in the PN package are complete and accurate. Programs are to adhere to the final SCSEP Regulations of May 17, 1995. Additional copies of the Regulations are available from your CDA TV/SCSEP Specialist.

Your SCSEP PN packet must contain the following when it is submitted:

1. A cover letter to transmit the package to CDA
2. Completed PN

Two copies of your FY 2002/03 SCSEP PN are due within 30 days from the date of this PM.

Mail your SCSEP PN to:

Senior Community Services Employment Program
Your assigned Title V/SCSEP Specialist
California Department of Aging
1600 K Street
Sacramento, California 95814

Team 1: Cecilia Perez Dunn
Team 2: Denise Wallace
Team 3: Mary Pynn

If you have any questions or need assistance in completing your SCSEP PN, please contact your assigned Title V/SCSEP Specialist.

Original Signed by Lynda Terry

Lynda Terry
Director

Attachments

TITLE V/SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) PROGRAM NARRATIVE (PN) INSTRUCTIONS

PN FORMAT

In your PN, please use the following sub-headings and address each section as follows:

INTRODUCTION: PROJECT ADMINISTRATION AND RESOURCES

- Indicate which of the following service delivery systems will be utilized for provision of SCSEP services during Fiscal Year (FY) 2002-03:
 1. Direct [i.e., SCSEP will be provided by the Area Agency on Aging (AAA)], or
 2. Subcontractor (i.e., SCSEP will be provided by a service provider organization), and/or
 3. Direct/Subcontractor Host Agency (i.e., SCSEP will be provided by the AAA as a direct service and SCSEP host agencies).
- Indicate the name of each subcontractor for FY 2002-03 or explain when this information will be provided to the California Department of Aging (CDA).
- Briefly describe how services will be initiated with the subcontractor and if a competitive bid process was utilized for FY 2002-03.
- If a competitive bid process was **not** utilized for one of the last four SCSEP funding periods, briefly explain the AAA's competitive bid procedures and/or how the AAA has determined that the subcontractor is the most cost-effective service provider in the service area for FY 2002-03.
- Describe other older worker resources administered by the contractor or subcontractor during FY 2002-03, e.g., grants/funding provided by California SCSEP National Contractors, **Workforce Investment Act (WIA) Program**, or other special county older worker projects.

A. RECRUITMENT AND SELECTION OF ENROLLEES

- Identify efforts to determine the needs of older workers within the service area, e.g., who, where, why, and what is being done or is needed to assist older workers and whether or not SCSEP needs were included in local Area Plans as a result of local needs assessments or public hearings.
- Describe methods and resources that will be used to recruit eligible enrollees.

- Describe activities related to maintaining a waiting list (i.e., how often is the waiting list reviewed and updated).
- Identify the current number of eligible seniors on the waiting list.
- Describe the frequency and variety of actions to advertise SCSEP services during FY 2002-03 by completing the following:

Variety	Number to be Used	Frequency of Each
Community Newspapers		
Senior Citizen Newspaper		
Radio/Television		
Brochure/Pamphlets		
Poster		
Job Fairs		
Sr. Center Presentations		
Other _____		

- Describe the Project's effort to analyze the effectiveness of outreach activities.
- Explain actions which ensure the equitable participation of minority groups and individuals who are in greatest economic need and those with poor employment prospects.
- Provide a description of the most likely individual who would be placed in the community service track.

In the first column, indicate the ethnic breakdown of the 55+ population within the SCSEP service area using the 1990 Census Data provided during the FY 2001-02 SCSEP application process. In the second column, indicate the estimated percentage of the total enrollment that will be served annually within each ethnic group during FY 2002-03.

	Percentage of 55+ Population Within Service Area	Estimated Percentage of Total Enrollment
Caucasian	_____ %	_____ %
Hispanic or Latino	_____ %	_____ %
African American	_____ %	_____ %
Asian	_____ %	_____ %
Native Hawaiian or other Pacific Islander	_____ %	_____ %
Native American or Alaskan Native	_____ %	_____ %

- Describe the Project's effort to ensure that the enrollment priorities are maintained in the following order:
 1. Individuals with the greatest economic need.
 2. Individuals 60 and older.
 3. Individuals seeking re-enrollment.

❖ **Reminder:** Within all enrollment priorities, eligible individuals with poor employment prospects shall be given preference.

B. ELIGIBILITY/RE-CERTIFICATION OF ELIGIBILITY

- Indicate how applicant income eligibility is determined and recorded.
Note: Self-Certification is to be used only in an emergency or on an exception basis (Refer to CDA Project Memo (PM) 96-4 and Older Worker Bulletin (OWB) 96-5.)
- Describe the frequency and process for income re-certification for each enrollee by their 12-month anniversary date of initial enrollment. Also indicate where the eligibility records are maintained.
- Describe the actions to be taken on behalf of those found to be ineligible.

C. PHYSICAL EXAMINATIONS

- Describe arrangements to provide the initial and annual physical examinations.
 - Identify efforts used to reduce the cost of enrollee physicals.
 - Should an enrollee decline/waive the physical examination, explain the process used to document that the physical examination was offered.
- ❖ **Reminder:** Physical examinations are a fringe benefit for enrollees and are **NOT** to be used as an eligibility criterion.
- Explain efforts to comply with the Americans with Disabilities Act in relation to ensuring that:
 1. The results of any medical examinations are kept separate from other personnel records and that the information is maintained as a confidential record.
 2. The physical assessment is a benefit to enrollees and not used as a prerequisite to employment.

D. ORIENTATION

- Describe the orientation process for both the enrollee and host agency.
- Indicate how soon after determination of eligibility is orientation provided.
- Explain how the orientation process addresses the following items:
 1. Project objectives.
 2. Available employment opportunities and work assignments.
 3. Available training.
 4. Available supportive services.
 5. Responsibilities of enrollees.
 6. Enrollee rights.
- List any additional objectives that will be outlined and reviewed during enrollee and host agency orientation.
- Explain how the Project will ensure that enrollees are reimbursed at the State minimum wage for time spent in orientation and pre-job training.

E. ASSESSMENT/REASSESSMENT

- Describe the initial intake and reassessment procedure that is followed when assessing the skills, talents, interests, job readiness, training, work history, and capabilities of enrollees, as well as their potential for transition into unsubsidized employment.
- Describe the role of the enrollee and staff in the assessment and reassessment process.
- Describe the procedure used to determine the participants' need for supportive services, appropriate training, and employment objectives.

F. INDIVIDUAL DEVELOPMENT PLAN (IDP)

- Describe how the assessment and reassessment are used in developing the IDP.
- Explain how the enrollee's support services are identified. Describe the types of support services available, and who is responsible for linking the enrollee with these services.
- Describe the process used to determine the enrollee's employment goals and objectives. Explain how often the IDP is reviewed, updated, and modified with the enrollee.
- Describe the specific action steps identified and how the dates for completion are determined.

G. TRAINING IN PREPARATION FOR AND WHILE IN COMMUNITY SERVICE EMPLOYMENT

- Describe how job-related training, prior to and while in community service employment, will be provided to enrollees. This training should be related to the IDP discussed in Section F.
- Specify the type of skills-training to be provided to unsubsidized track enrollees. Training may be related to the SCSEP job duties or it may be developmental, i.e., the skills developed should enhance the enrollee's unsubsidized employment objectives.
- Indicate any planned activities that will enhance enrollee literacy.
- Enrollees should complete evaluations on training received. Describe how evaluations will be used to improve future training.

- Explain who will conduct enrollee-training sessions and identify training to be conducted in FY 2002-03 as follows:

Date	Subject	Number of Hours	Total Attendants

In accordance with Section 641.313(b) of the May 17, 1995, Federal Register, special approval must be obtained if SCSEP enrollees are to participate in training requiring more than 500 annual training hours. All training hours must be consistent with the enrollee's IDP.

Any Project seeking approval to exceed the annual hourly training limit must include a request with its PN. Prior to implementation, the project must receive approval from CDA and must include in the request the following:

1. Number of enrollees to be trained during the funding period.
2. How the training will enhance the enrollees' unsubsidized placement opportunities.
3. The name of the training organization.
4. The name of the training course.
5. The number of hours required to complete the training.
6. Private sector organizations which have requested the opportunity to place training graduates.

H. PLACEMENT INTO SUBSIDIZED EMPLOYMENT

- ❖ **Please note: CDA's established two-year rotation of host agency assignment, should not be confused with the "Maximum Duration of Enrollment" Policy addressed in Section L. The two-year rotation of assignment is intended to allow for enrollee rotation from one host agency to another.**

- Describe the methods used to match enrollees with a host agency training opportunity.
- Explain the types of host agencies selected and the procedures and criteria for selecting work assignments.

- Describe the criteria used to ensure that the host agency's enrollee positions match the needs of the enrollee.
- Indicate the types of community-service jobs offered, and the types of host agencies that have been, or will be, contacted for enrollee placement.
- Explain how the host agency waiting list is maintained, and how many agencies are currently on the list.
- Describe the frequency of enrollee rotation. Explain the criteria used to determine when and which enrollees are rotated.
- Indicate the number of enrollees in work assignments that involve day care for either adults or children.
- Indicate the number of enrollees placed in work assignments involving the administration of the Project and the type of duties performed.
- Describe how host agencies are monitored to ensure:
 1. Enrollee supervision is adequate.
 2. Job assignments are in accordance with the enrollee's job description.
 3. Work-site safety is adequate.
 4. The host agency is assisting enrollees to obtain unsubsidized jobs.
- Describe the frequency of monitoring visits. Note: Written monitoring reports are to be kept on file for access by CDA and AAA monitors.
- Identify the average number of hours in the enrollee work week. Provide a range from the lowest to the highest number of hours worked per week by enrollees.
- Identify the average enrollee wage rate. Provide a range from the lowest to the highest hourly wage paid to enrollees.
- Identify the number of enrollees being paid above the California minimum wage rate.
- Explain the reasons for wage rates in excess of the minimum wage.
- If enrollees are placed in offices of elected officials, briefly discuss their responsibilities and determine how frequently their activities will be monitored.

I. SUPPORTIVE SERVICES

- Describe SCSEP supportive services to be provided to enrollees (e.g., protective eyeglasses, hardhats, uniforms, or special footwear).
- Describe coordination with other Older Americans Act supportive service programs, how referrals will be made, and who makes the referrals.

J. ENROLLEE TRANSPORTATION

- Describe arrangements to provide necessary transportation assistance for enrollees and the reimbursement rate for transportation.
- Explain how enrollees are informed about the Project's travel reimbursement policy.

❖ **Reminder:** Transportation expenditures are to benefit enrollees and are not to be used to support other programs.

K. PLACEMENT INTO PRIVATE OR OTHER UNSUBSIDIZED EMPLOYMENT

- Describe the steps that will be taken to place enrollees into unsubsidized employment. Include the cooperative measures undertaken with the WIA and One-Stop Career Centers.
- Identify goals for participating in the Two-Track Placement System and what percentage of the enrollment will be placed in the Community Services and Unsubsidized Employment Track.
- Identify the criteria that will determine in which track enrollees will be placed.
- Explain the follow-up procedures utilized to ensure unsubsidized job retention.
- Describe your project's job development efforts by answering the following: who is assigned to job development, the number of hours devoted to job development each quarter, how prospective employers are targeted, and how they are contacted.

❖ **Reminder:** Unsubsidized Placement Goals: CDA SCSEP Projects are expected to place at least 25 percent of their annual authorized positions into unsubsidized employment. SCSEP Projects that **do not** achieve at least a 20 percent unsubsidized placement goal will be required to develop and submit a plan of action addressing how the goal will be achieved in the next FY. The plan should include any cooperative placement measures that will be undertaken with other employment-related programs and agencies. The plan of action must be submitted

each year to CDA no later than August 15. **SCSEP Projects must follow-up on each enrollee who is placed into unsubsidized employment and document such follow-up at least once within 90 days of placement (SCSEP Manual 1999, Section 2220).**

L. MAXIMUM DURATION OF ENROLLMENT POLICY

Maximum duration of enrollment is an optional provision of the regulations, and as such, Projects may elect **not** to exercise this option.

Projects who have adopted, or wish to adopt, this policy must address how it will be implemented (Reference: PM 98-12 and OWB 96-12). Prior to implementation, SCSEP Projects must receive approval from CDA. In addition, SCSEP Projects must adhere to the requirements outlined in CDA's Duration of Enrollment policy (PM 98-12).

If a Project elects to implement a Duration of Enrollment Policy after the PN has been approved, a separate request must be submitted in writing and approved before implementation can begin. The approved policy will become an addendum to the Project's PN.

Components of the Duration of Enrollment request must;

- Identify when and how enrollees will be notified of the policy.
- Describe the plan's specified time limitation for enrollees.
- Describe the efforts taken to ensure that this option is applied equitably and uniformly across the **unsubsidized placement and community service tracks**.
- Describe the efforts to ensure that enrollee rights will be safeguarded.
- Explain how often the training progress of each enrollee will be monitored.

M. IDP-RELATED TERMINATIONS

Termination of an enrollee based on his/her IDP is an optional provision of the regulations and as such, Projects may elect **not** to exercise this option.

Projects who have adopted, or wish to adopt, this policy must address how it will be implemented (Reference: OWB 96-11). Prior to implementation, SCSEP Projects must receive approval from CDA.

If a Project elects to implement an IDP-Related Termination Policy after the PN has been approved, a separate request must be submitted in writing

and approved before implementation can begin. The approved policy will become an addendum to the Projects' PN.

Components of the IDP-Related Termination request must include a description of the following:

- Efforts taken to provide adequate notification of this option to enrollees.
- Relationship between this option and the IDP.
- Efforts to ensure that this policy is applied equitably and uniformly across the **unsubsidized employment and community service tracks**.
- Kinds of referrals and numbers that must be refused in order to implement the IDP-related termination.
- Indication of the types of situations that would exempt the enrollee from this policy.
- How the grievance procedures will be related to the IDP-related terminations, including corrective action letters and documentation.

N. ENROLLEE COMPLAINT RESOLUTION

- **Attach a copy of the written grievance procedure provided to SCSEP enrollees and the system of due process that will be used in cases where an adverse action is contemplated against an enrollee.**
- Briefly describe how and when enrollees are informed about the grievance procedure.
- If the grievance process is not applicable for an applicant who wishes to dispute an unfavorable determination of eligibility, identify the process that will be followed.

Local appeals procedures should state that the decision of the contractor agency is final in the resolution of appeals. In accordance with Section 641.324 of Federal Regulations, no appeal should be elevated to the U. S. Department of Labor (DOL) unless a federal law has been broken. In the event an appeal is elevated to DOL, it may be filed with the Chief, Division of Older Worker Programs, Employment and Training Administration, U.S. Department of Labor, Washington, DC, 20210.
Documentation of all grievances/appeals must be submitted to CDA.

- ❖ **Reminder:** Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, disability, or age may be filed with:

The Director
Civil Rights Center
U. S. Department of Labor
200 Constitution Avenue, N.W., Room N-4123
Washington, DC 20210

O. TEMPORARY ENROLLEES

- If the Project plans to use temporary enrollees, provide the anticipated number, describe how the temporary enrollees will be notified of their temporary status, how they will be utilized, and how they will be so designated in the enrollee's records.

P. MAINTENANCE OF EFFORT

- Describe actions to assure compliance with the maintenance of effort provision. Project enrollees shall not be used to replace other employed workers, workers on layoff, or private contractors.

Q. PERFORMANCE GOALS

- Specify the number of authorized positions.
- Specify the number of unsubsidized enrollee placements to be achieved during FY 2002-03.
- Indicate the date by which all enrollee positions will be filled.
- Indicate the number of participants to be served during FY 2002-03.
- **Identify how Projects will document and track the cumulative number of "Other Placements" which are not counted toward the unsubsidized placement goal.**

R. PROJECT MONITORING AND EVALUATION

- If the AAA contracts with a local service provider, describe the methods and procedures used to monitor and/or assess SCSEP Project activities. Include frequency of monitoring visits, criteria or instrument to be used, methods for prescribing remedial action when necessary, and follow-up procedures.

- Explain all activities conducted to measure the overall effectiveness of the Project's efforts to serve older workers and whether the contractor is a SCSEP direct service provider or subcontractor.
- ❖ **Reminder:** All written monitoring reports and subsequent follow-up actions must be made a part of the Project's PN.

S. FINANCIAL MONITORING

- Describe how the contractor's financial management system will be monitored.
 - Indicate how often expenditures will be monitored.
 - Describe the frequency that on-site fiscal assessments are conducted.
 - Attach a copy of the fiscal monitoring instrument developed and implemented.
 - Describe the follow-up procedures employed that relate to identified problem areas.
- ❖ **Reminder:** All written monitoring reports and subsequent follow-up actions must be made a part of the permanent file.

T. AUDITS

- Describe audit procedures, including plans to audit subcontractors, if appropriate. To the extent feasible, provide dates, possible audit firms, and selection procedures to be used.

U. CONTINGENCY PLAN

- **DOL requires that all SCSEP Projects develop a contingency plan that would be followed if disruption in services occurs. As a result, each SCSEP Project must submit a contingency plan to CDA. The plan must outline the process the AAA will follow under the following situations: 1) a reduction in funding/slots, 2) discontinuation of program, or 3) transfer of enrollees between projects.**

Please provide a description of the Section 502(e) proposal. (Additional pages may be attached if needed)